



INFORMATION SYSTEMS NETWORK/SECURITY ANALYST ADMINISTRATION

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

DEFINITION

Under the direction of the Information Systems Manager, assists with the development and maintenance of the City's information technology infrastructure, including operation of City's fiber optic network, Ethernet networks, firewalls, routers, backup systems, network security systems, servers, mobile and desktop computers, video security systems, telecommunication networks, email systems, and software applications.

ESSENTIAL JOB FUNCTIONS

- Responsible for performing a variety of duties related to network and security operations;
- Maintains the City network and firewall systems;
- Provide network support and resolving connectivity issues;
- Implementation of new systems;
- Implementation of new software applications;
- Configuration of hardware and software applications;
- Assists in training personnel on new or modified systems;
- Research and implement new ways to secure the network;
- Analyzing and monitoring network performance;
- Provides support and assistance with program maintenance and troubleshooting;
- Provides ongoing technical support and assistance for City staff;
- Keeps current on developments and trends in information technology, computer systems, security and systems management;
- Attends meetings, seminars, training and continuing education courses;

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Network infrastructure – Switches, routers, firewalls.
- Microsoft Windows server and desktop operating systems.
- Microsoft Office software and email systems.
- Server and client side security applications – Antivirus, Antimalware, EDR, Windows Firewall.
- Video security systems, motion detection systems, door control systems.
- Fiber optic network cabling and hardware.
- Knowledge of social media use in business.

Ability to:

- Work with staff to implement comprehensive Information Technology.
- Recommend and implement goals, objectives, and practices for providing effective and efficient information technology services.
- Communicate clearly and concisely, both orally and in writing with all levels.
- Establish and maintain effective working relationships.
- Solve problems using creative and unconventional methods.

TRAINING, EDUCATION, EXPERIENCE AND QUALIFICATIONS

Any combination of education and experience equivalent to graduation with an Associate's Degree with major course work in information systems, computer science or a closely related field. Two plus years of increasingly responsible experience in network systems development and analysis.

JOB LOCATION

Information Systems Division
Norfolk Public Library
308 Prospect

EQUIPMENT

Servers, personal computers, peripherals, network hardware, routers, firewalls, video security systems, all tools and equipment necessary for the development and maintenance of the City's Information Technology Systems; automobile.

	N	O	F	A
LIFTING		X		
TRANSPORTING		X		
PUSHING		X		
PULLING		X		
CLIMBING		X		
BALANCING		X		
STOOPING		X		
KNEELING		X		
CROUCHING		X		
REACHING		X		
HANDLING		X		
FINGERING			X	
FEELING		X		
TALKING				X
HEARING				X
NEAR ACUITY				X
FAR ACUITY		X		
DEPTH PERCEPTION			X	
COLOR VISION			X	
FIELD OF VISION			X	
TASTING/SMELLING		X		

ENVIRONMENTAL CONDITIONS

	N	O	F	A
EXPOSURE TO WEATHER		X		
EXTREME COLD		X		
EXTREME HEAT		X		
WET AND/OR HUMID		X		
NOISE INTENSITY LEVEL		X		
VIBRATION	X			
ATMOSPHERIC CONDITIONS		X		
MOVING MECHANICAL PARTS		X		
ELECTRIC SHOCK		X		
HIGH EXPOSED PLACES	X			
RADIATION	X			

EXPLOSIVES	X			
TOXIC/CAUSTIC CHEMICALS	X			

POSITION:

STANDING: 10%
WALKING: 10%
SITTING: 80%

CONTROLS:

HAND-ARM: 50%
FOOT-LEG: 50%

STRENGTH LEVEL: 50-70 pounds